GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:5049
ANSWERED ON:27.08.2001
TRANSFORMATION OF POST OFFICES INTO INTEGRATED CITIZEN SERVICE CENTRES
SUBODH MOHITE

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Department of Posts has prepared a strategy to transform the post offices into integrated citizen service centres;

(b) if so, the details thereof; and

(c) the other measures taken by the Government to provide better postal services in the country?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) & (b): No, Sir.

(c) The Department of Posts has been closely monitoring the quality of services and making all out efforts for improvement through more effective management and using latest technology which includes computerisation of counter services including savings bank operations, transmission of money orders through VSAT, setting up of computerised customer care centres for expeditious handling of complaints, establishment of computerised registration centres, etc. Live Mail surveys are carried out periodically to find out whether mails are delivered within the prescribed norms.